



# DSS Public Dashboard

## May 2023



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## Self Service

**564,909**

MyAccounts

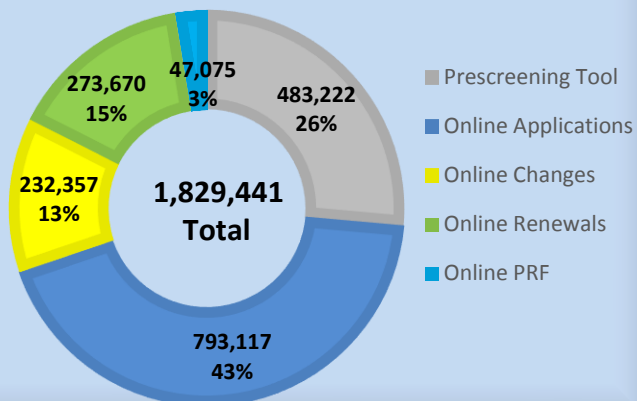
Client accounts created online since implementation 2013

**409,988**

Secure PINs

Client accounts created over the phone since implementation 2013

### MYACCOUNT ACTIVITY

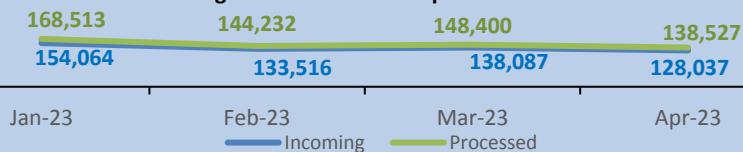


## DSS Processing & Outcomes

DSS Work- Flow

**38,697,852** Total Documents Scanned

### Incoming vs Processed Envelopes



Service Centers

**State-Wide Total Walk-Ins**



Benefits Center

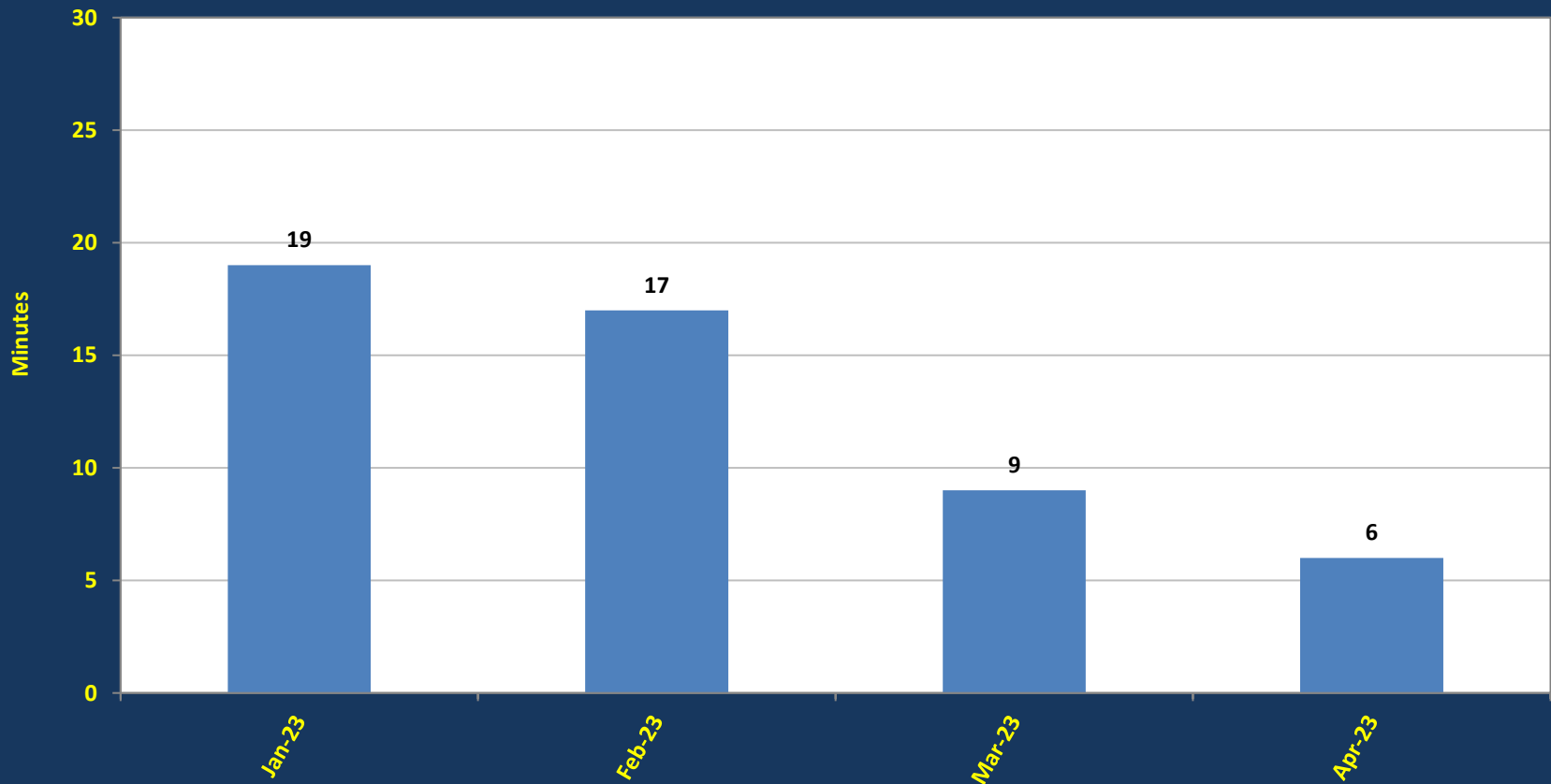
**5,390,595** Total Calls Serviced

	Jan-23	Feb-23	Mar-23	Apr-23
Calls Resolved By IVR	113,705	87,158	84,467	46,895
Average Wait Time (mins)	19	17	9	6
Calls Serviced	54,275	42,904	67,981	59,601



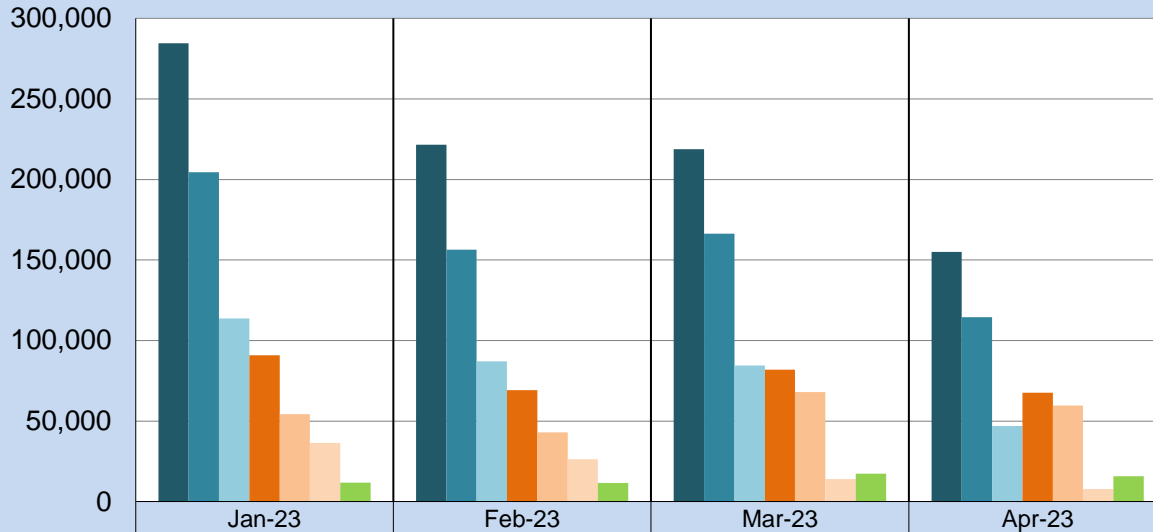
## DSS Public Dashboard – May 2023

Benefits Center Monthly Average Wait Time (minutes)



## DSS Public Dashboard – May 2023

### Client Info Line January 2023 - April 2023



- Calls placed to the Benefits Center across all DSS programs including Medical, SNAP (Food Stamps) and Cash assistance

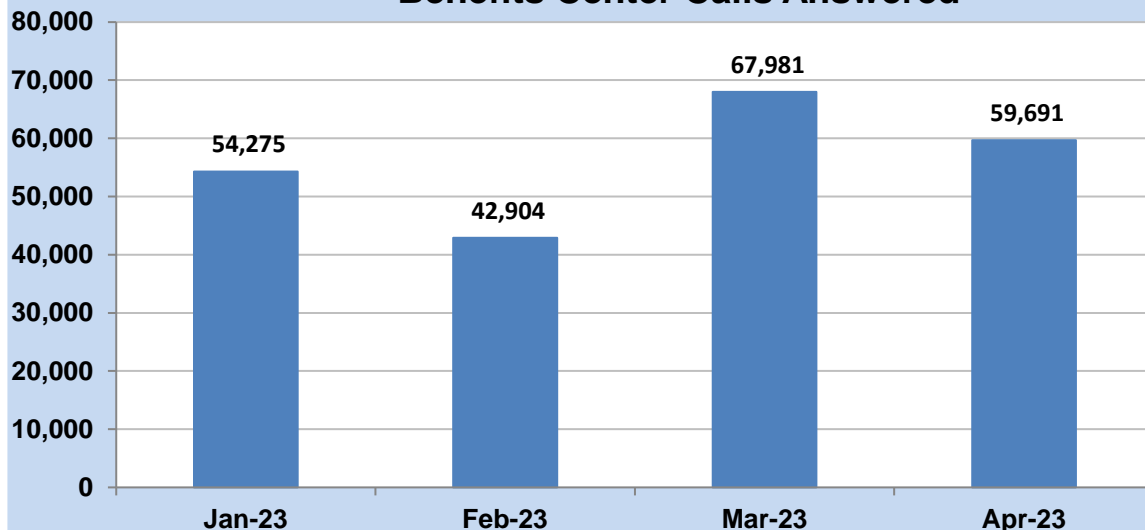
■ Total Calls to the IVR (24 hour period)	284,637	221,630	218,687	155,036
■ Total Calls to the IVR (Business hours)	204,496	156,370	166,354	114,503
■ Total Calls Resolved by the IVR	113,705	87,158	84,467	46,895
■ Total Calls Transferred to the BC	90,791	69,215	81,877	67,569
■ Total Calls Answered in the BC	54,275	42,904	67,981	59,691
■ Calls Abandoned in BC Queue After Threshold	36,460	26,311	13,879	7,867
■ Interviews Conducted	11,799	11,657	17,385	15,747

Note: Calls abandoned after threshold exclude calls abandoned within first 20 seconds (i.e., less than 20 seconds)



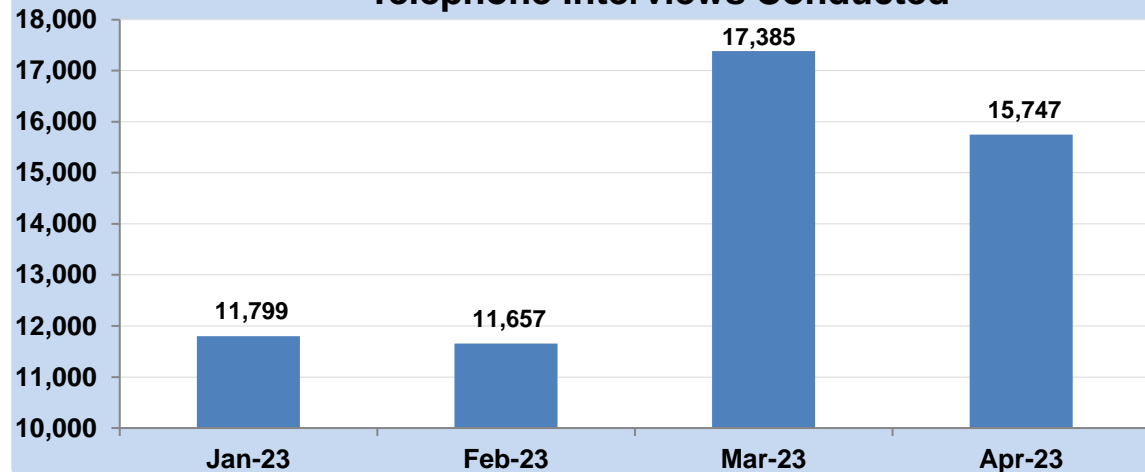
## DSS Public Dashboard – May 2023

### Benefits Center Calls Answered



- Calls answered by workers are across all DSS programs including Medical, SNAP (Food Stamps) and Cash Assistance

### Telephone Interviews Conducted

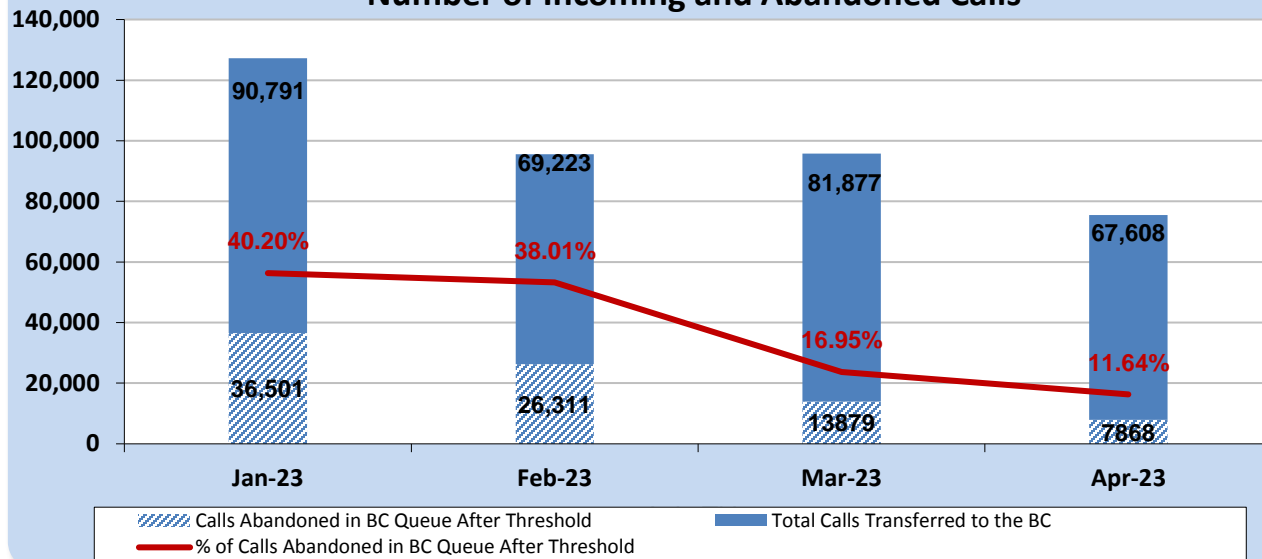


- Telephone interviews Conducted corresponds to the total number of calls answered requesting SNAP phone interviews per month



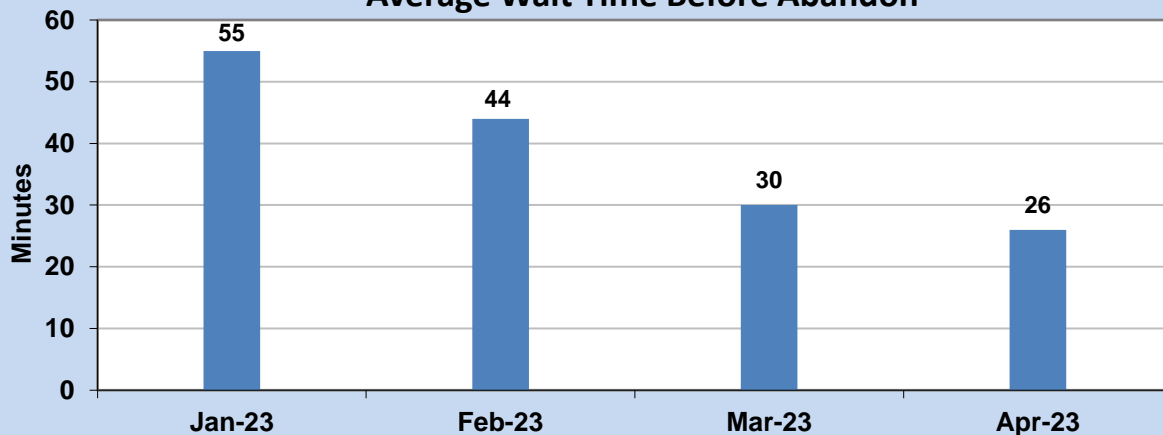
# DSS Public Dashboard – May 2023

Number of Incoming and Abandoned Calls



- Phone calls ended by customer while in queue by hanging up (excluding calls abandoned within first 20 seconds)

Average Wait Time Before Abandon

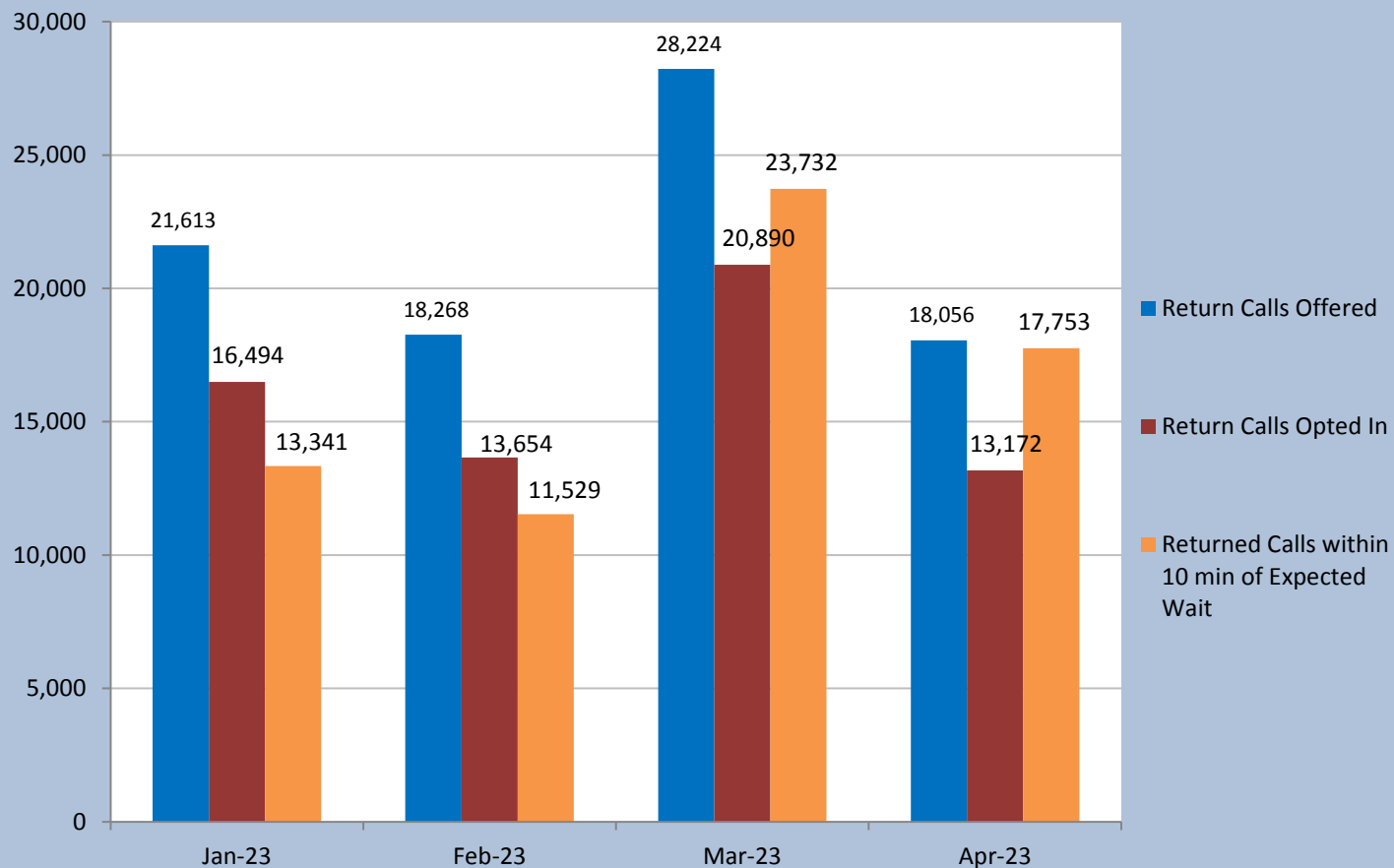


- Average Wait Time Before Abandon corresponds to the average time callers waited in queue before hanging up.



## DSS Public Dashboard – May 2023

### VHT Return Calls



- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020



**Thank You**